

W-01303A-08-0227
SW-01303A-08-0227



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ORIGINAL

ARIZONA CORPORATION COMM

UTILITY COMPLAINT FORM

RECEIVED

4710

Investigator: Carmen Madrid

Phone:

2008 NOV -5 P 4: 01

Fax:

Priority: Respond Within Five Days

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Opinion No. 2008 72804

Date: 11/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Andrew Last: Johnson

Account Name: Andrew Johnson Home: (000) 000-0000

Street: 1 Work: (000) 000-0000

City: Surprise CBR:

State: AZ Zip: is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name: Contact Phone:

Nature of Complaint:

*****SUN CITY WATER & SEWER*****

Arizona Corporation Commission
DOCKETED

Docket No. W-01303A-08-0227 & SW-01303A-08-0227

Andrew Johnson

Surprise, AZ

DOCKETED BY [Signature]

The Arizona Corporation Commission;

On 30 Oct 08, I received a notice from Arizona American Water, regarding water & sewer rates. Also telling me where I can view the proposal.

On 30 Oct 08 I went to American Water located at 15626 N. Del Webb Blvd. As the letter stated it was there for viewing, when I asked to view the proposal they had no idea of what I was talking about, after they looked at my letter & looked around the building, they gave me a binder for my viewing. It wasn't what I requested. They gave me Apr 07 Sewage proposal for Sun City (1st lie) not the May 08 Proposal for water & sewage, for the Agua Fria Dist.

I brought this to their attention & I was then told it would be available at that office later that day. I told them I would return Monday 3 Nov 08. On returning 3 Nov, I was told that they don't have a copy of said proposal (lie #2) I told them that not having it available for viewing was illegal, they replied that it isn't illegal & it is available online - (I am not online a bad assumption on their part.) so I requested the corporate phone number, & low & behold! The proposal appeared out of thin air. This is the underhanded behavior of American Water on Del Webb.

After reviewing the proposal & the views of the individuals.

I have this to say!

American Water must learn to Budget the funds they collect. The wells in the surprise & El Mirage area that they pump from for the Agua Fria District, Do Not have high levels of Arsenic, the levels are inline or very close to the EPA'S guide lines, we shouldn't pay for clean up of other areas. (PV Dist) nor should I be paying the same

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sewage amount as someone using; (0-20-even 30 times the amount of water as me. I use 4000 Gal summer & 1000 Gal Winter (Roughly).

Also the views of 7 of the individuals

1 Broderick 2 Townsley 3 Gross 4 Cole 5 Hubbard 6 Gutowski 7 Lenderking

Shouldn't be viewed as valid, they are employed by American Water, of course they will agree that the increase is needed. No where! Do they state that they have made any cuts in the Corporate offices in pay, position, retirement, Payroll freezes! They could probably find 80 - 90% of their total asking (of all water Districts) with Corporate cuts.

Also with the last 2 views

1. Villadsen from Maine

2. Herbert from Pennsylvania

Their credentials are impressive, but neither have and credential that pertain to Arid (Desert) locations.

Finally, while I was in the American Water office, Several customers came in asking for payment extension of their current bill. How will they afford the increase. The customers always takes the Hit!!

Home Values - Down!

Taxes - Way up

Utilities - Constantly Increasing

Food - Way up

Stocks - Gone

401K's - A fraction

Meds - Way up

No Medical Insurance

We can't tighten that belt any further

Fuel is down at this time, I am sure that will change!

Stop their Greed!

They must show Major Corporate Cuts

Andrew Johnson

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

October 30, 2008

Mr. Andrew Johnson

Surprise, AZ

Dear Mr. Johnson:

Your comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request

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attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division

Filed in Docket No. W-01303A-08-0227 & SW-01303A-08-0227

End of Comments

Date Completed: 11/5/2008

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